

# HOW TO HANDLE DIFFICULT CUSTOMERS: IS THE CUSTOMER ALWAYS RIGHT?

*Customer service staff often have to deal with annoying, rude, unreasonable and angry customers. Managing these situations requires a high level of emotional intelligence, self-awareness and conflict resolution tools when dealing with these difficult customers.*

**WEDNESDAY 1 MAY 2019 | 5:30PM - 8:30PM  
MADEC COMMUNITY COLLEGE - TELOPEA ROOM**

Upon completion of this workshop, you will have the skills and tools to deal with these difficult situations effectively. You will learn to stay in control, keep yourself safe and deal with the situation in an effective and positive way. This workshop focuses on the skills of managing customers who are difficult to handle, regardless of who is right or wrong. A difficult customer handled well can be converted into a loyal customer.

**Workshop Tickets \$165 pp | NML Alumni \$148.50 pp (excl booking fees)  
Tickets available via TryBooking | <https://www.trybooking.com/BCBZA>**

